

ComForcare gets Senior Shield OK

Home health care agency first in area to be approved

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Phil Koch was excited to learn that his business recently received approval from South Carolina's Senior Shield, a program designed to protect senior citizens from fraudulent businesses.

As president and CEO of in-home care service ComForcare, Koch said his admission into the program has given further legitimacy to the work he does for seniors. ComForcare provides non-medical home care for seniors, as well as for accident victims, surgery patients and new mothers.

It serves all of York and Lancaster counties, while the greater franchise serves nine counties in North Carolina, including Cabarrus, Iredell, Gaston, Lincoln, Anson, Union, Rowan, Stanley and Mecklenburg.

"This is another standout achievement from people outside our business recognizing the due diligence we do before hiring our care-



file photo

ComForcare home health care agency, owned by Phil and Lisa Koch, was recently approved by the Senior Shield program. Here they display the Silver Torch award their business won in 2007.

givers and the high level of service we provide in senior home-health care," Koch said.

The Senior Shield program, created by a joint resolution of the S.C. General Assembly, is a system that reviews a company's background and history. It examines everything from criminal backgrounds to lawsuits, licensing and criminal bonding coverage. The process was developed to help prevent fraud, abuse, and exploitation of senior citizens.

ComForcare submitted to the program's review and verification process and met the criteria for membership this past spring.

"I applaud the exemplary

commitment to Upstate senior citizens that ComForcare Senior Services has made," said Lt. Governor Andre Bauer in a recent press release. "Senior Shield is an innovative concept that emphasizes a free market approach by encouraging seniors to do business with businesses that agree to treat them ethically, and can prove they have insurance, post bonds and have no outstanding consumer or regulatory complaints."

Koch said he is proud to be the first Charlotte-area organization to receive approval from the program.

"Earning our Senior Shield is one more credential for ComForcare to demonstrate its devotion

to the unique needs and overall well-being of seniors," Koch said.

He said ComForcare is now one of the top two senior home-health care companies in the Charlotte metro and Upstate South Carolina area.

Since Koch and his wife Lisa opened their franchise of ComForcare in 2006, it has grown significantly to include more than 300 caregivers. They have bought two additional territories and now cover Lancaster, York and Chester counties in South Carolina and Gastonia, Lake Norman, Concord and Kannapolis in North Carolina. They have added a second full-time representative and now provide some child care and pet care services as well.

The Kochs' franchise has also won several awards, including the first Silver Torch award from the Better Business Bureau Consumer Foundation in 2007.

They were also appointed Preferred Care Management partner of the Multiple Sclerosis Society of Upstate South Carolina and Western North Carolina in 2008.

"Our goal is to get an award or recognition each year," Koch said. So far, they're on track to make that goal.